Technical Support Bulletin

Setting up third-party SIP apps with the Communication agent in OS 2.7

Created: March 24, 2015

Software Affected: OS 2.7

Detail: The release of OS 2.7 includes improved support for third-party SIP devices with the release of the Communication agent, the Intercom proxy, a Universal SIP Phone driver, and a 2N Door Station driver.

This document cover the setup of the Universal SIP Phone (Communication) driver and several third-party SIP apps. Use this list to quickly navigate.

[Universal SIP Phone driver](#)
[Groundwire for iOS](#)
[Groundwire for Android](#)
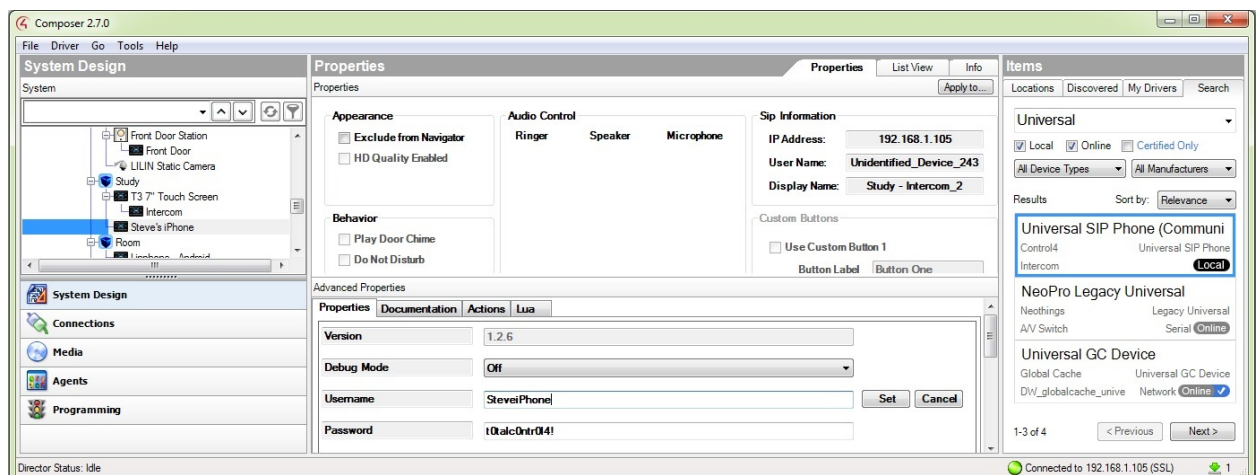[Bria for iOS](#)
[Bria for Android](#)
[Linphone for iOS](#)
[Linphone for Android](#)

Mobile devices can use a third-party SIP app and the Universal SIP Phone driver to communicate with the Control4 Intercom system.
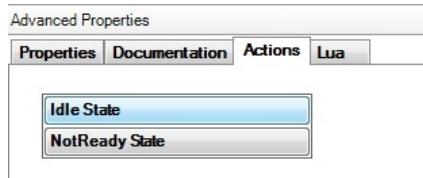
To configure the Universal SIP Phone (Communication) driver:

1. Search for Universal SIP Phone (Communication) driver in the online database, using the Search tab.

2. Add the driver to your project in the desired room.
3. If you do not want to have the mobile device displayed in the touch screen Navigator, click on the Exclude from Navigator checkbox.

4. Choose a Username for the mobile device or SIP phone. Username must be unique. If you have multiple mobile devices, set up an instance of this driver for each mobile device, each with a unique username.
5. Enter a username and click on **Set** to save the username.
6. Enter the password and click on **Set** to save the password.
7. Set the Camera enabled field to **True.**
8. Click on the **Set** button to save the changes.
9. In the Actions tab, click on **Idle State**. This will set the intercom status of the device to 'Idle', which will enable it to receive intercom calls. You only need to push the button once. You can check the status of the device in the Communication agent.


You have completed the steps required to configure the Universal SIP Phone driver.

To use Intercom on mobile devices, a third-party SIP app must be used. Control4 has tested and recommends using Groundwire, Bria, or Linphone (all compatible with both iOS and Android).

To configure Groundwire for iOS:
1. Create an account by selecting the **Settings** button, and then **Accounts**. In the Accounts screen click on the **+** icon to create a new account.
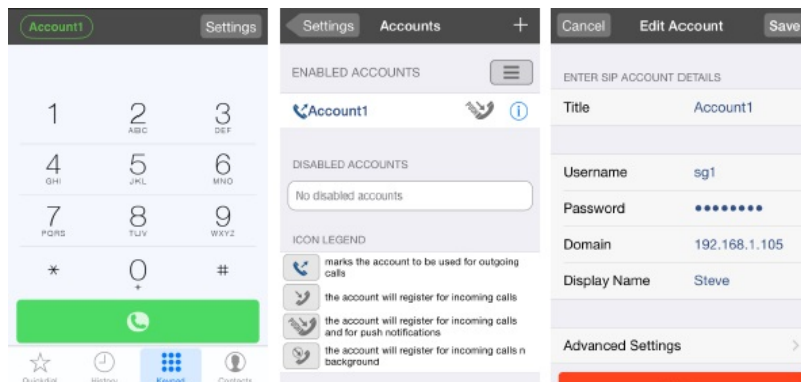
2. Enter the same username that you used for the Universal SIP Phone driver.
3. Enter the same password that you used for the Universal SIP Phone driver.
4. Enter the IP address of you primary controller into the Domain field.
5. Save your changes.
6. If you plan on using Groundwire for intercom calls with V2 touch screens, you will need to purchase the H.264 Add On. Once you have purchased the add-on, make sure that the H.264 codec is enabled.
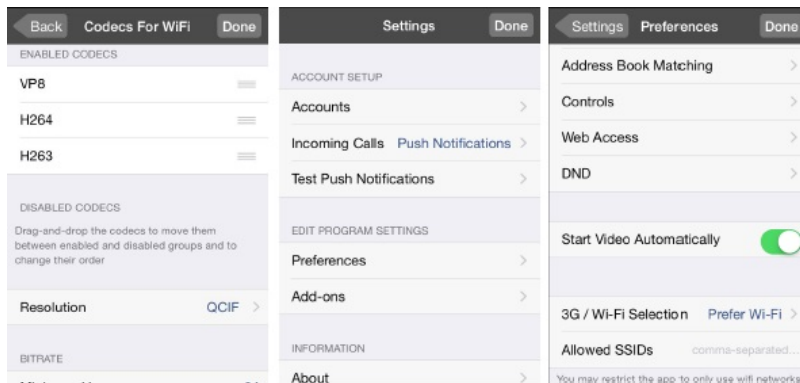
7. In the Settings page, enable **Push Notifications** for incoming calls.
8. In Settings > Preferences, enable the **Start Video Automatically** property.

To configure Groundwire for Android:

Please note that Groundwire does not offer H.264 support for Android. If you have V2 touch screens, you may want to use Bria, which does offer H.264 support

1. Navigate to Settings > SIP Accounts and click on the Add New Account arrow.
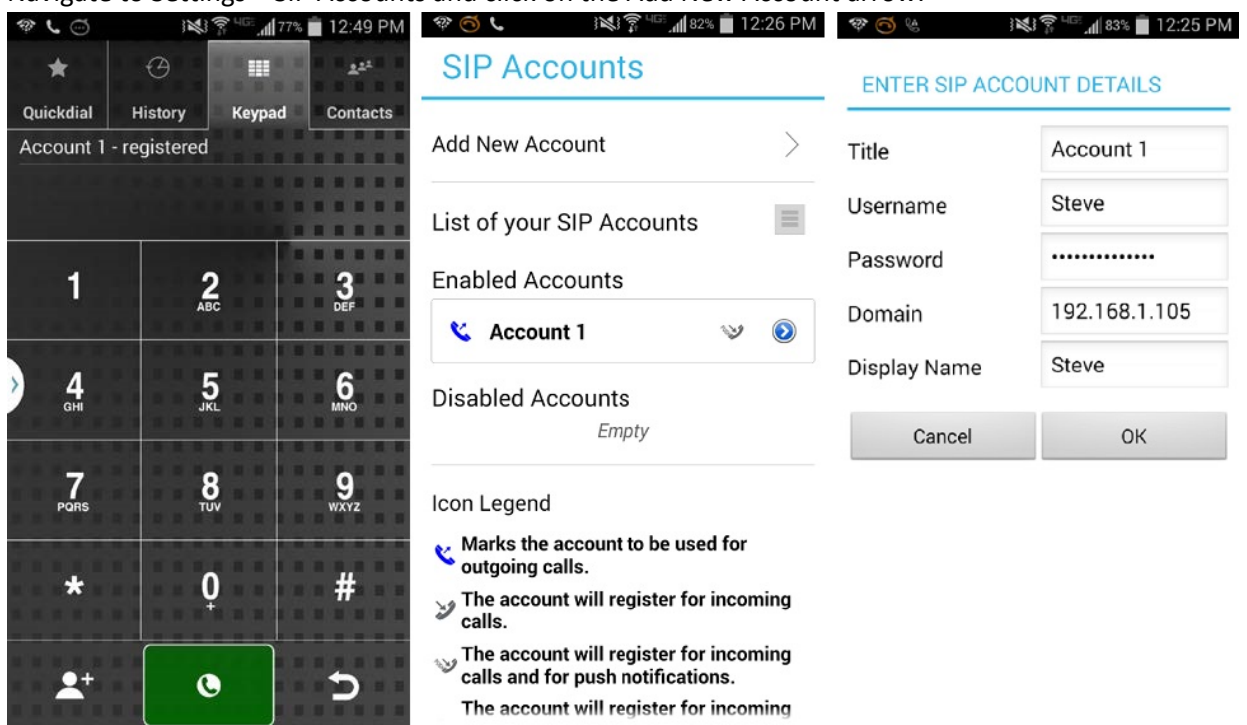
2. Create a username that matches the username you entered in the Universal SIP Phone driver.
3. Create a password that matches the password you entered in the Universal SIP Phone driver.
4. Enter the IP Address of the primary controller into the Domain field.
5. Save your changes by clicking the OK button.
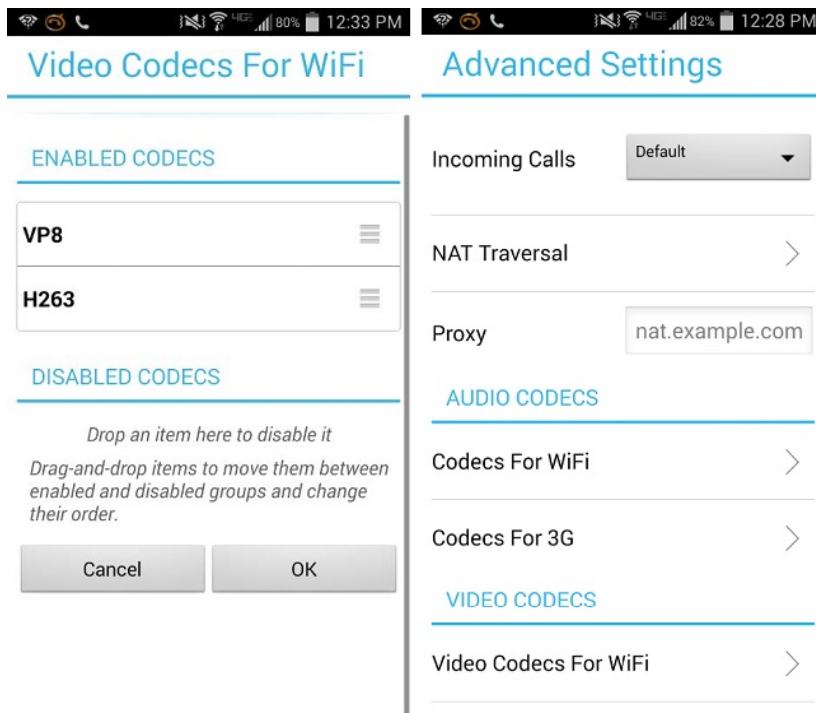
6. Set the Incoming Calls field to Push Notifications.

To configure Bria for iOS:

1. Navigate to Settings > Account > SIP Accounts, and create new account.
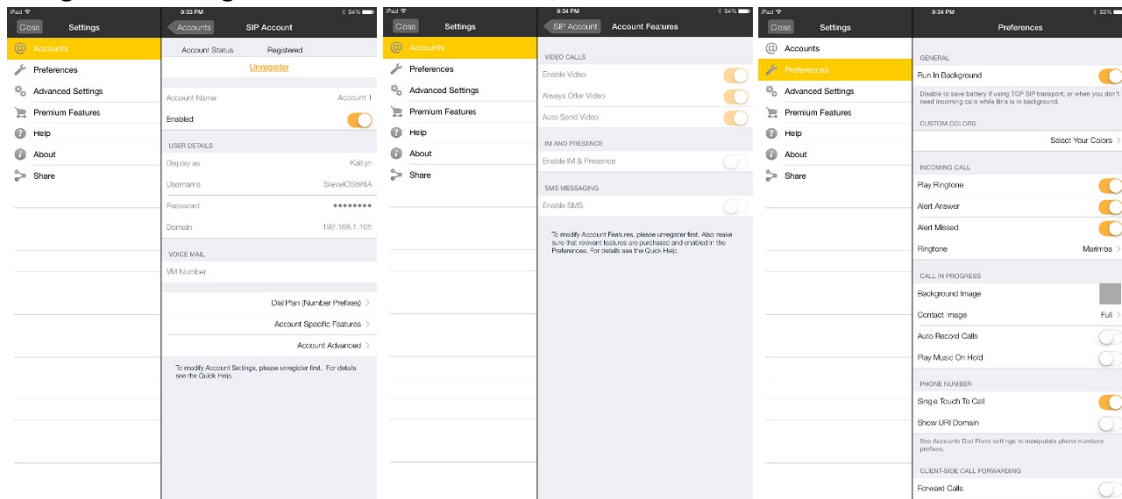
2. Add the username that you put into the Universal SIP Phone driver for this device.
3. Add the password that you put into the Universal SIP Phone driver for this device.
4. Add the IP address of the primary controller in the Domain field.
5. Select Account Specific Features and enable the **Enable Video**, **Always Offer Video** and **Auto Send Video** settings.

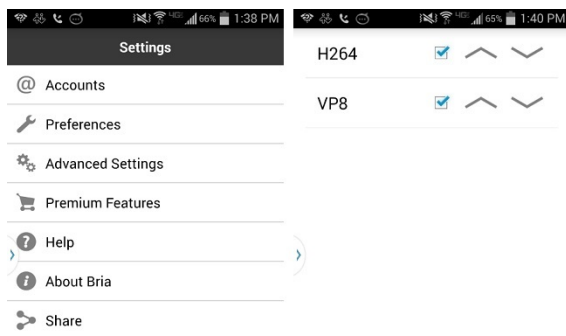6. In Settings > Preferences, enable **Run in Background** setting.
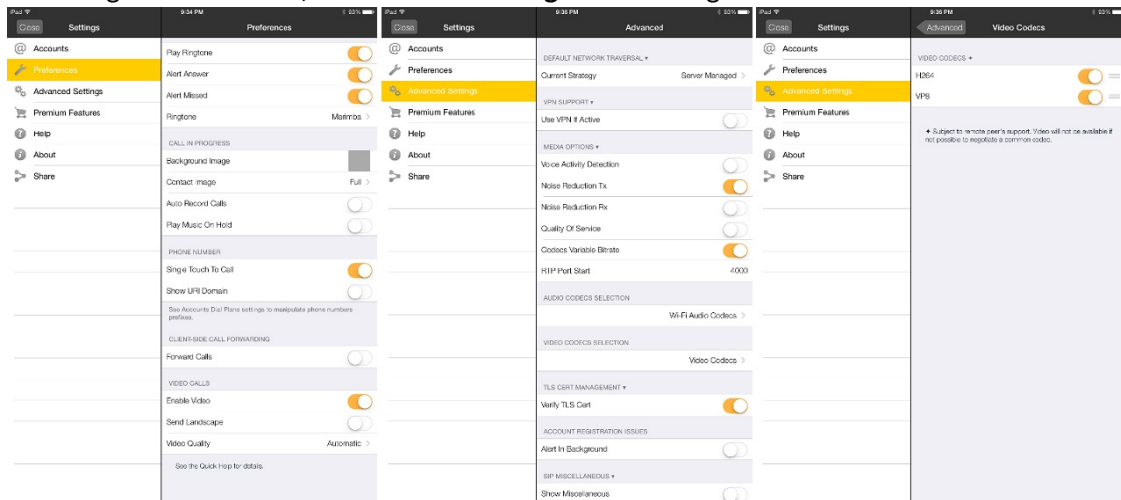
7. In Settings > Advanced, select video codecs and make sure that you have the codecs enabled that you plan on using. If you will be communicating with V2 touch screens, you will need to have the H.264 codec, which will require you to purchase their premium feature add-on.

To configure Bria for Android:

1. Navigate to Settings > Accounts and click on **Add Account**.
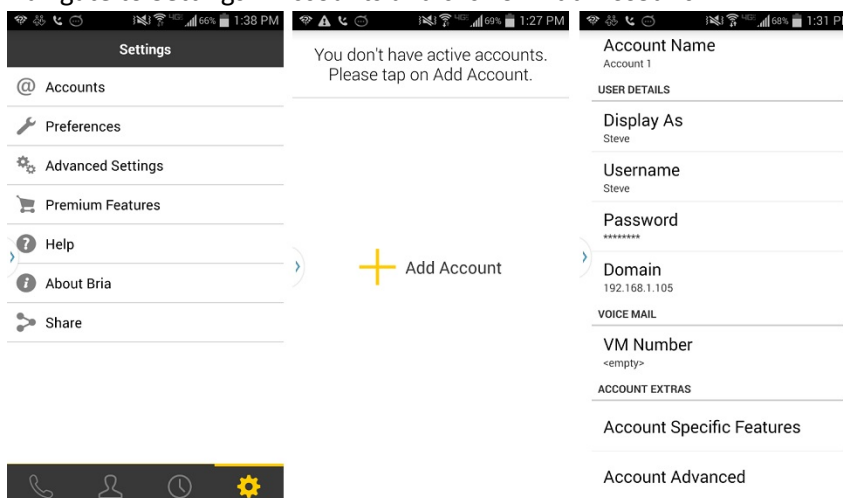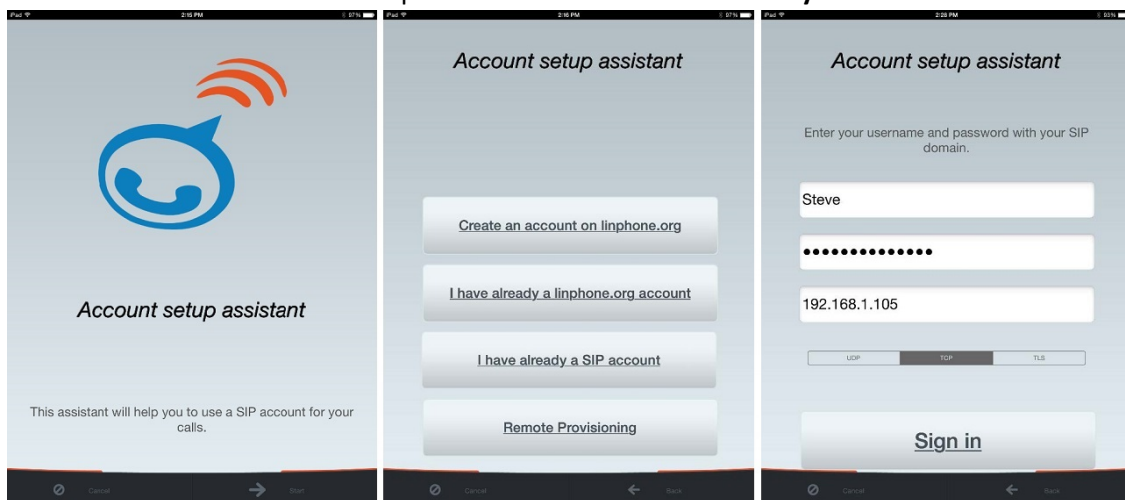

2. Add the username that you put into the Universal SIP Phone driver for this device.
3. Add the password that you put into the Universal SIP Phone driver for this device.
4. Add the IP address of the primary controller in the Domain field.
5. Select Account Specific Features and enable the **Enable Video**, **Always Offer Video,** and **Auto Send Video** settings.
6. Go to Premium features to purchase the h.264 add-on if desired. This is necessary if you plan on communicating with V2 touch screens.

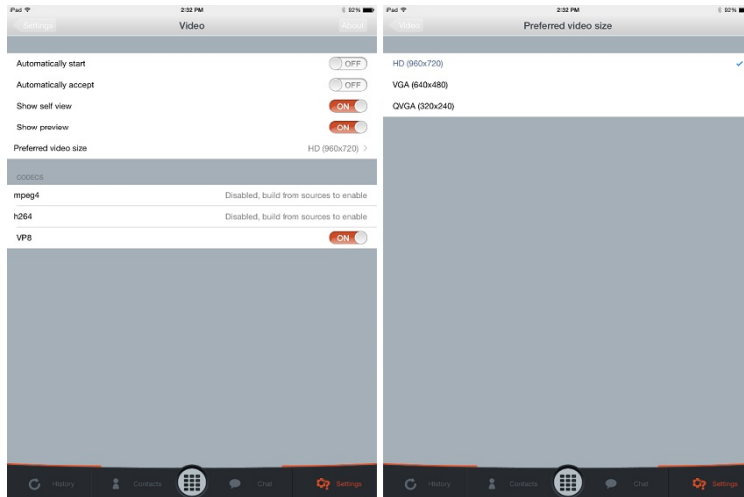7. In Settings > Preferences, enable the **Enable Video** setting.

1. Use the account assistant to setup a new account. Click on **I already have a SIP account**.
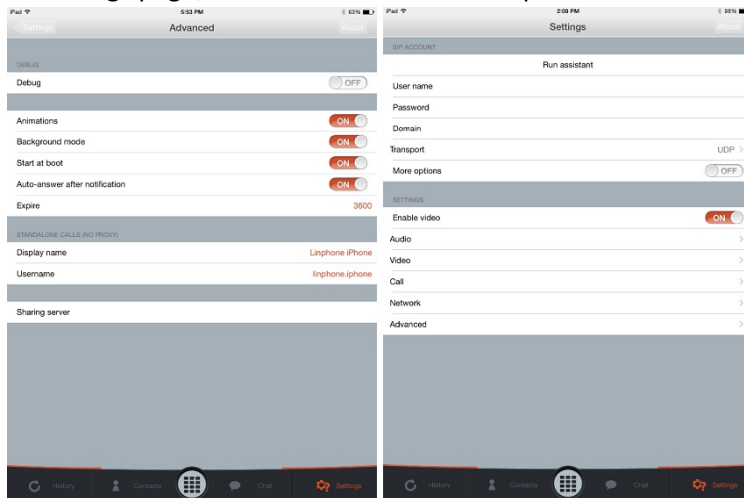

2. Add the username that you put into the Universal SIP Phone driver for this device.
3. Add the password that you put into the Universal SIP Phone driver for this device.
4. Add the IP address of the primary controller in the Domain field.
5. Leave the TCP box selected and click on **Sign in**.

    Note: If you do not use the Account setup assistant to create your account, make sure that the Proxy field (in the Advanced section of the account info screen) has the correct IP address, which should be the same as the Domain field.

6. In the Settings > Video > Preferred Video size, select the preferred video quality.
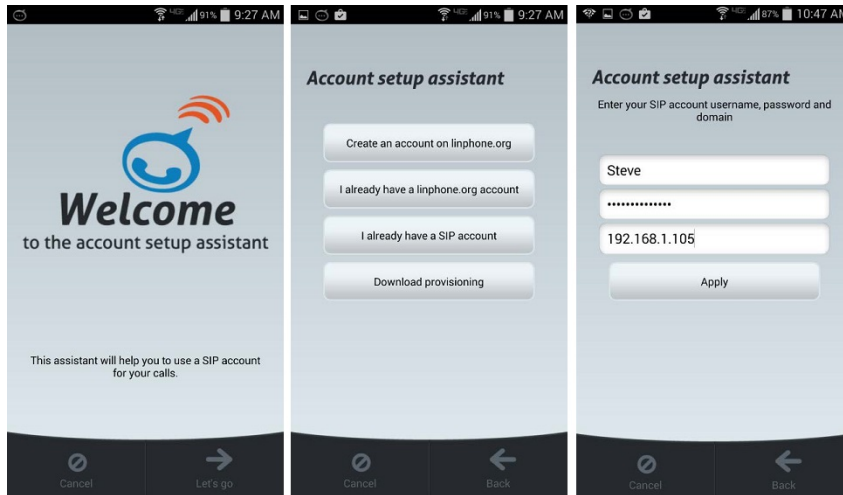
7. In Settings page, enable the **Enable video** option.

8. In Settings > Advanced, enable the **Background Mode** option.
9. In Settings > Network, uncheck the **Use Random Ports** setting and set the **SIP Port to Use** setting to 5060.

To configure Linphone for Android:

1. Use the account assistant to setup a new account. Click on **I already have a SIP account.**

2. Add the username that you put into the Universal SIP Phone driver for this device.
3. Add the password that you put into the Universal SIP Phone driver for this device.
4. Add the IP address of the primary controller in the Domain field.

   Note: If you do not use the Account setup assistant to create your account, make sure that the Proxy field (in the Advanced section of the account info screen) has the correct IP address, which should be the same as the Domain field.

5. In Settings screen, put a check into the checkbox for **Enable Video.**
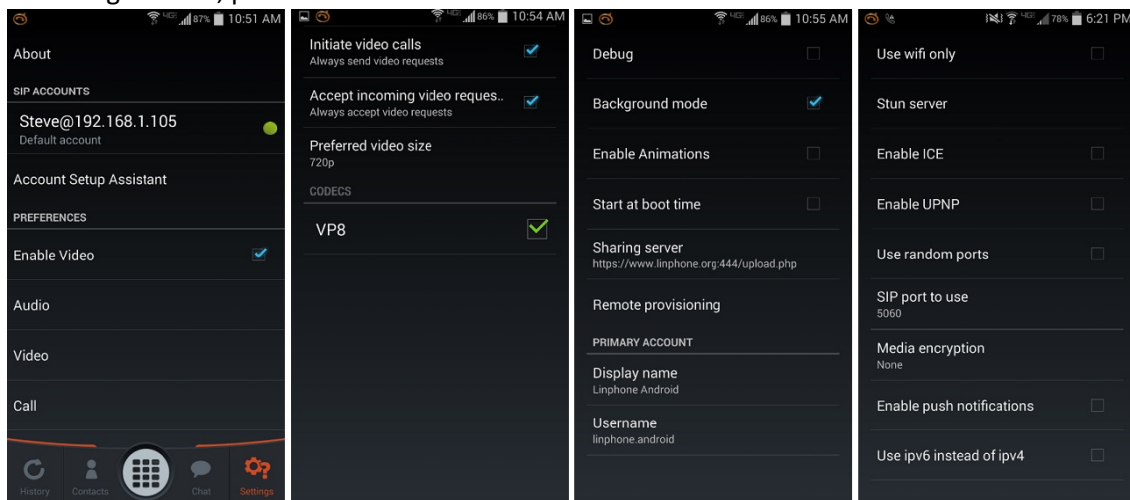
6. In Settings > Video, put a check into the checkboxes for **Initiate video calls** and the **Accept incoming video requests** check boxes. You can also select your preferred video quality on this page.
7. In Settings > Advanced, put a check in the checkbox for **Background mode.**
8. In Settings > Network, uncheck the **Use Random Ports** setting and set the **SIP Port to Use** setting to 5060.